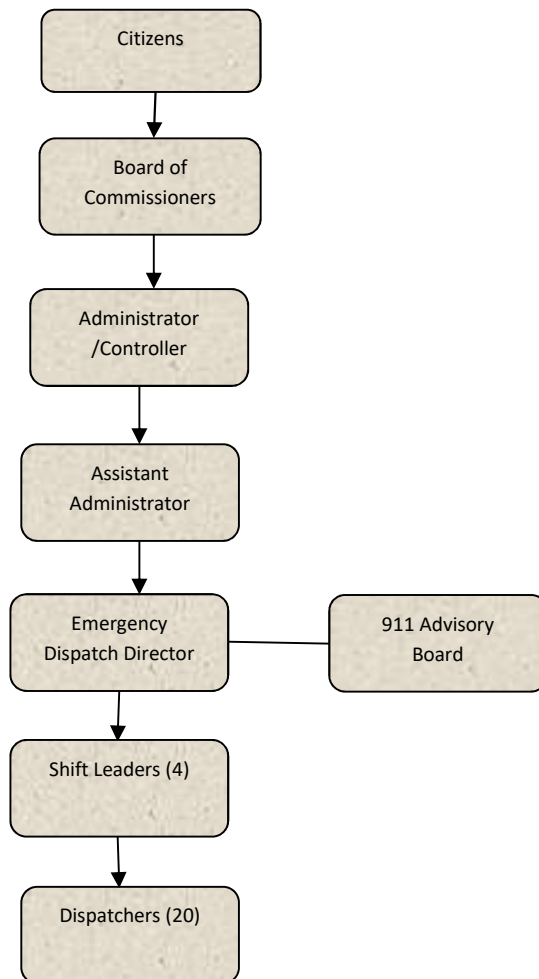


## Emergency Dispatch



### Activities

The 911 Communication Center provides round-the-clock answering of 9-1-1-calls for fire, police and medical services for the citizens of Jackson County.

The center is also responsible for dispatching the appropriate public safety agencies to respond to these calls for service.

The 911 Communications Center services the 160,000 residents of Jackson County by coordinating the response of 40 public safety agencies.



## Strategic Plan Impact

### ✓ **Safe Community**

The dispatch center is the central facility within the county for helping to ensure a safe community. All calls for emergency within the county, either for police or fire/rescue services, are received or handled in the dispatch center. Not only do the members of the dispatch center work to ensure police and first responders' safety, they are also working 24 hours a day to ensure the safety of community members. The 911 communications center services the residents of Jackson County by coordinating the responses of 47 public safety agencies.

### ✓ **Healthy Community**

The 911 dispatch center has a direct link to the community in which it serves, its primary goal is to quickly and effectively dispatch emergency assets to citizens in need. One of the dispatch centers main objectives is to help to ensure a healthy & safe community. Efficient and effective dispatching of public safety resources (police, fire and rescue) can only effectively happen with a technologically equipped 911 center. The safety and welfare of this community are met by the 911 dispatch center. The public safety mission of this community could not be met without this communication center. This center is the first point of contact for citizens in need, crisis or during a emergency.

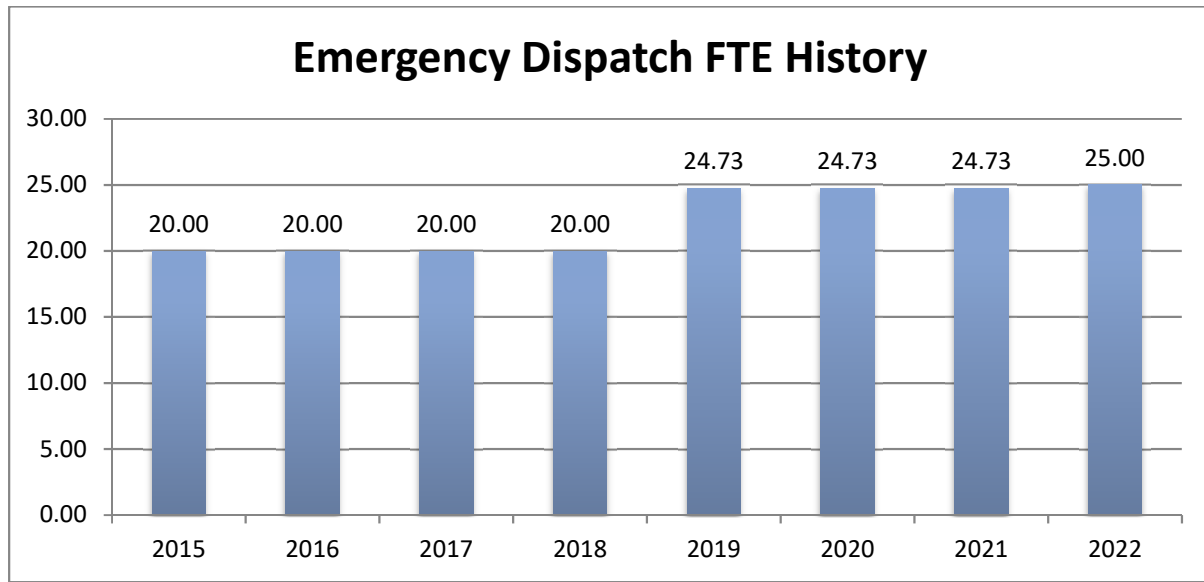
## Accomplishments

- SMS (texting) went live in late 2019. Citizens can now text to 911 when they are unable to call.
- Dispatch technicians have exceeded state requirements for training in 2020.
- All Dispatch policies revised in 2019
- Mutual Aid Box Alarm System dispatching component is operational with 13 fire departments utilizing it.
- Updated the CAD (computer Aided Dispatch) and all software associated with Tyler Technology to improve efficiency through-out the County for all agency.
- Rapid SOS deployment built in to are updated CAD project, which will provide lifesaving information (caller location) a more accurate than just cell phones alone.
- Back-up center is fully operational in 2020, and was used during Covid-19

# Emergency Dispatch

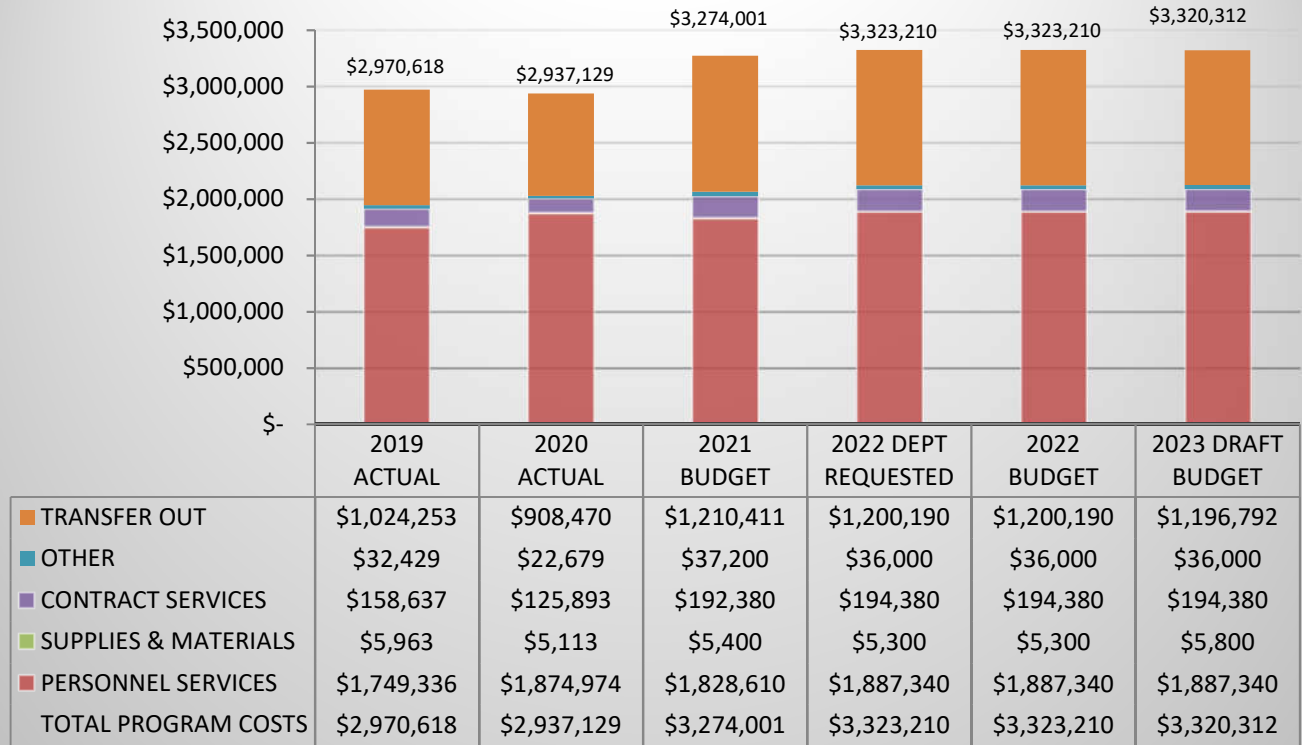
## Budget Adjustments

There are no significant adjustments to this program.

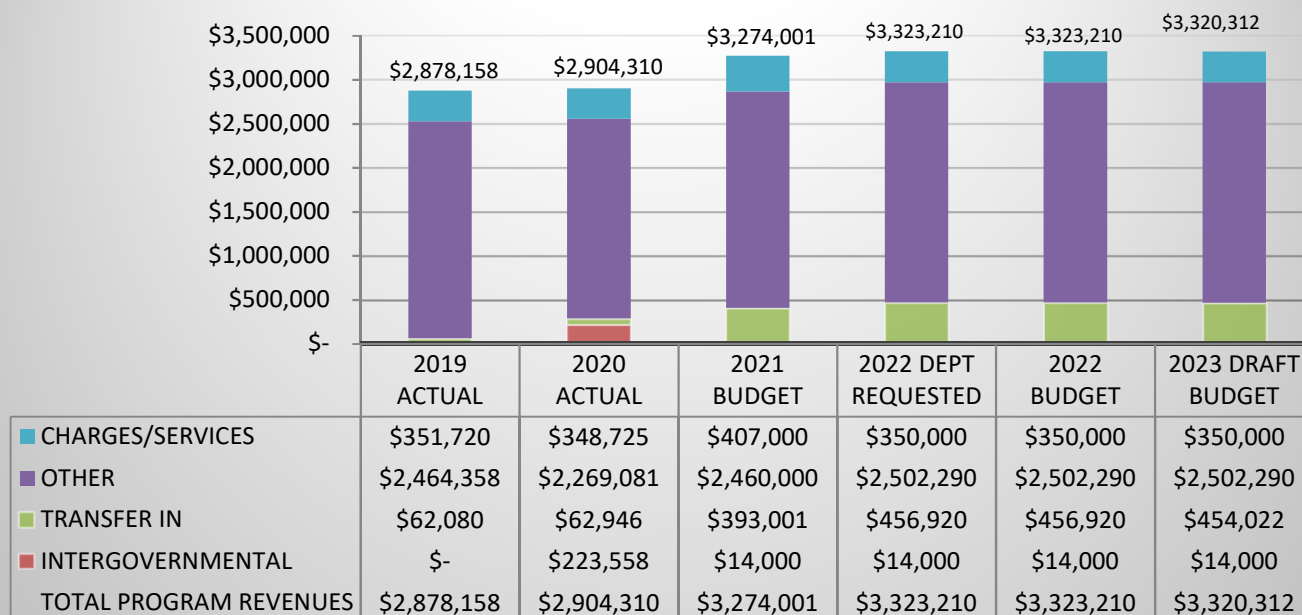


# Emergency Dispatch

## Emergency Dispatch Expenditures



## Emergency Dispatch Revenues



# Emergency Dispatch

## Strategic Outcomes

Indicator	2013 Actual	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Target
Percent of respondents who say their overall feeling of safety in Jackson County is excellent or good.	49%	ND	55%	51%	39%	55%
Percent of respondents who say they feel very or somewhat safe in their neighborhood during the day.	92%	ND	93%	81%	83%	94%

## Other Key Indicators

Indicator	2016 Actual	2017 Actual	2018 Actual	2019 Target	2019 Actual	2020 Actual
Number of dispatched calls for Police	94,557	96,921	99,787	100,000	131,645	80,120
Number of dispatched calls for Fire	6966	8410	8102	8200	14,205	17,157
Number of dispatched calls for Rescue	14,995	11,522	15,427	15,527	22,028	15,398
Dispatchers	23.5	23.5	23.5	23.5	23.5	23.5
Police dispatches per dispatcher	4023	4124	4246	4266	5601	3641
Fire/Rescue dispatches per dispatcher	934	848	1001	1051	1541	1479
Jackson Community Ambulance	9493	14,510	14,869	14,969	15,839	12,412